

ADMINISTRATIVE PROCEDURES

Units of Credit: Semester (.5) OR Full Year (1)

CIP Code: 520451

Prerequisites: None

COURSE DESCRIPTION

This one semester or full year course provides students with an understanding of communication skills; management of time, finances, resources, and records; current and upcoming technology and its impact on the business office; human relations and how to be professional in today's office; and job seeking skills. The dynamics of current and future office technology will be emphasized throughout the course.

CORE STANDARDS

STANDARD 0000-01	Communication: Students will demonstrate effective reading, writing, speaking, and listening skills while performing business assignments and responsibilities.
OBJECTIVES 0101	Identify and incorporate the communications process/cycle.
0102	Follow oral and written instructions.
0103	Compose business documents (letters, reports, memos, etc.) using proper formats, proofreading/editing skills, and English composition rules.
0104	Create financial documents (purchase orders, invoices, purchase requisitions, etc.).
0105	Understand basic financial statements and terminology.
0106	Use software templates to create business documents.
0107	Create and perform an oral presentation using presentation software, visual aides and handouts.
0108	Understand the impact of cultural differences in international business.
STANDARD 0000-02	Management: Students will learn resource management skills, including information, time, tasks and records.
OBJECTIVES 0201	Use a reminder/time management system(s) to calendar and prioritize work activities.
0202	Understand office ergonomic, security, and safety issues.
0203	Organize a business meeting. (arranging for facilities, conducting, setup, agenda, minutes, parliamentary procedures, etc.).
0204	List the steps in the record life cycle.
0205	Identify and demonstrate the different types of manual and computerized filing systems.
0206	Understand storage medium and the retention schedule.

0207	Demonstrate the use of reference materials (dictionaries, thesaurus, directories, manuals, etc.).
0208	Identify proper handling of incoming and outgoing mail, including federal postal service and other mail services.
STANDARD 0000-03	Business Machine and Computer Technology: The student will demonstrate the use of common business machines and computer systems in today's office environment.
OBJECTIVES 0301	Demonstrate telephone procedures, services, and etiquette when placing and receiving calls.
302	Identify proper electronic etiquette in relation to voice mail, e-mail, speaker phones, video and audio conference calling.
0303	Understand and/or demonstrate common business machines including: fax machine, photo copier, scanner, postage meter, etc.
0304	Demonstrate correct electronic calculator/keypad techniques.
0305	Understand and/or demonstrate the use of e-mail including forwarding, replying, copy notations, attachments, address books, and distribution lists.
0306	Understand advantages and disadvantages of e-mail.
0307	Understand the basic terminology and processes of computer hardware and software (i.e. input/output, hardware components, software classifications, etc.).
0308	Understand the basic terminology and processes of telecommunication systems and networks (i.e. LANs, WANs, etc.).
0309	Demonstrate the use of the Internet in accessing business information (i.e. financial reports, travel, product information, etc.).
STANDARD 0000-04	Human Relations: Students will develop skills in working with others, maintaining professionalism, and improving job search abilities.
OBJECTIVES 0401	Describe personal characteristics that are critical for effective work performance.
0402	Explain the attitudes that contribute to a successful job experience.
0403	Demonstrate professionalism through appearance, manners, and etiquette.
0404	Discuss group/team dynamics and interactions between co-workers.
0405	Recognize and demonstrate proper ethics in the workplace.
0406	Develop decision making and problem solving abilities.
0407	Demonstrate job seeking skills by conducting a job search, completing an application form, creating a letter of application, preparing a resume, participating in an interview, and creating a follow-up letter.